



# Helping injured workers heal and RTW:

**ACHIEV Quarterly meeting  
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# Five goals for L&I

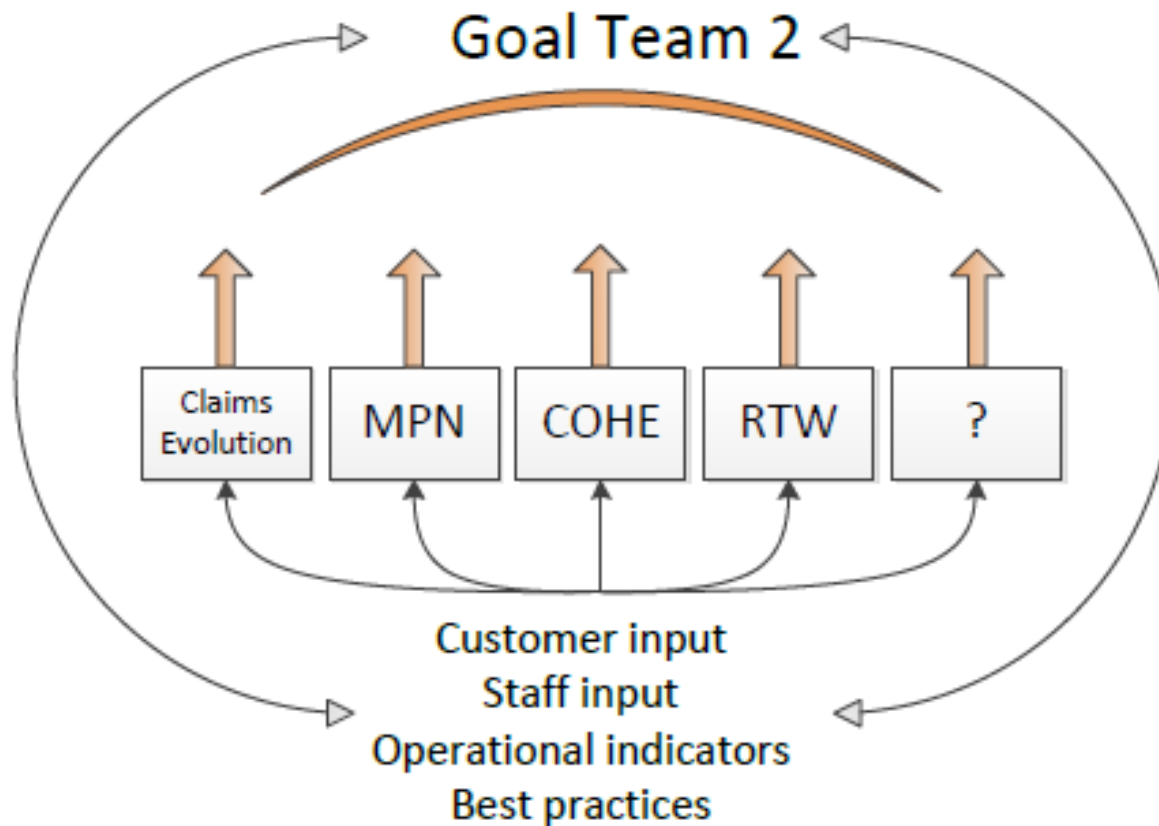
1. Make workplaces safe
2. Help injured workers heal and return to work
3. Make it easy to do business with L&I
4. Help honest workers, businesses and providers by cracking down on the dishonest ones
5. Ensure L&I is an employer of choice

# Help injured workers heal and return to work

## *Key Focus Areas:*

- Create a culture of return to work.
- Reduce the development of preventable permanent disability.
- Collaborate with internal and external stakeholders to reduce system delays and improve the customer experience in the first six-months of the claims process.

# Goal 2: Helping Injured Workers Heal and Return to Work



# Focus Area A: Create a culture of Return to Work (RTW)

Identify barriers, needs, and motivational issues early

- Future State/Predictive Analytics Pilot
- Work Source Partnerships
  - Re-employment Specialists
  - Everett WorkSource Pilot
- Early AWA experiment
  - Refocus AWA on motivation, supporting workers who can RTW
- What should vocational services look like?

# Focus Area B: Reduce the development of long-term disability

- Adoption of COHE best practices
- Progressive Goal Attainment Program (PGAP)
- Functional Recovery Questionnaire
- Chronic Opioid Use



# Focus Area C: Collaborate with internal and external stakeholders to reduce system delays and improve the customer experience in the first 6 months of the claim process.

- “Standard Work”— What is it?
  - Best practices to maintain efficient, consistent and repeatable level of quality
- 4-point calls
- Standard VRC work
- Job Analysis Cover Sheet



# QUESTIONS?





# SUPPLEMENTAL SLIDES

# Helping Workers Heal and Return to Work Dashboard

FOCUS AREA	KEY INDICATOR	BASELINE 2012	2014Q1	TARGET	STATUS	Comments
Overall indicator	Decrease long-term disability (LTD) claims	436 LTD claims	415 claims	377 LTD claims By June 2015		Overall measure good.
Culture of return to work	Return to work in 6 months	855	NA	880 By June 2015		Return to work – not yet showing measurable progress.
Reduce preventable disability	time-loss persistence	70.9%	70.1%	62%		Time-loss persistence from 3-6 months not yet falling.
Collaborate to Reduce system delays	Decrease days time-loss paid at 3 months	56.1 days	57.4	54 days		The number of days paid at three months bumps along.
	IW overall experience good or very good	Fall '11 61%	Available June 2014	68%		Awaiting next round of survey
	Employer overall experience good or very good	Fall '11 60%	Available June 2014	68%		Awaiting next round of survey

Status:

green – making progress towards target

Yellow – not making consistent progress towards target

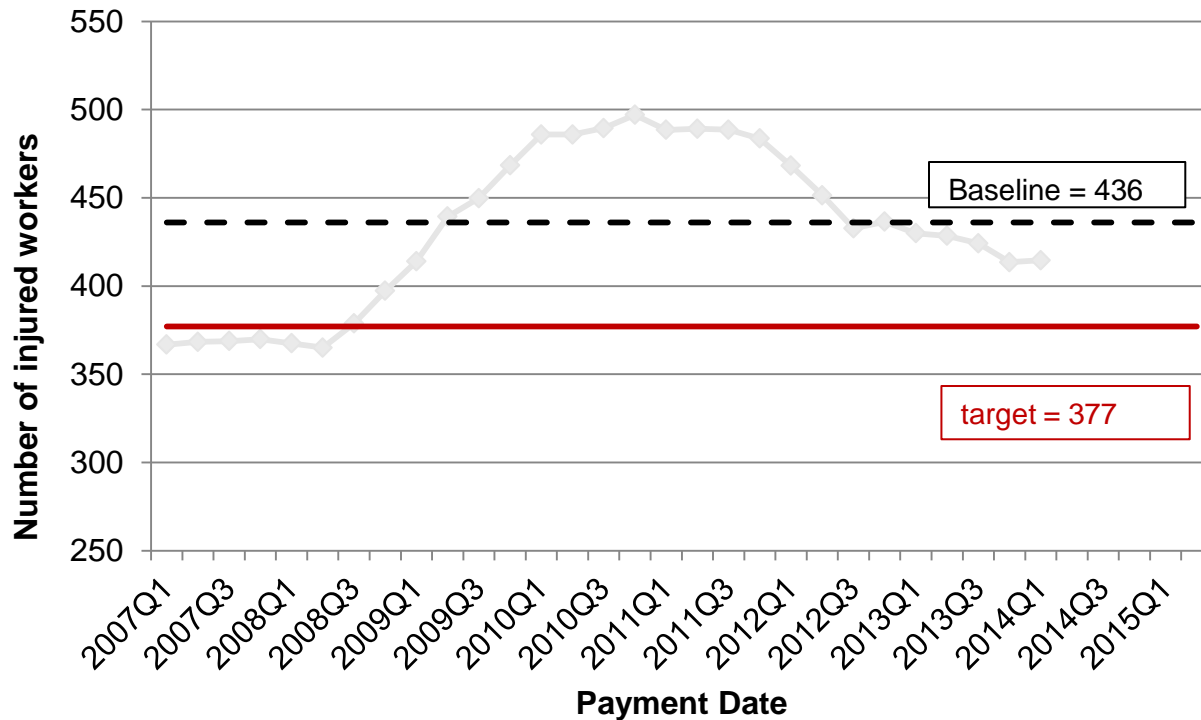
Red – moving consistently in wrong direction

# Definitions

1. **Long-term disability claims** – For every 10,000 accepted claims, the number that are on time-loss 12 months from their injury month, smoothed.
2. **Return to work in 6 months** –For every 1,000 new time-loss claims, the number that are off time-loss for at least a 30 consecutive day period during their first six months.
3. **Time-loss persistence** – the number of claims that have time-loss payments at sixth months from their injury month divided by the number of claims that had a time-loss payment three months from their injury month, smoothed.
4. **Time-loss days paid at 3 months** – of claims receiving time-loss, the average number of time-loss paid per claim at 90 days from the 1<sup>st</sup> time-loss payment, smoothed.
5. **Injured Worker overall experience** – For a sample of injured workers who have at least 30 days of time-loss, what is their overall rating of their worker's comp experience.
6. **Employer overall experience** – for a sample of employers who have at least one claim that has had 30 days or more of time-loss in the last two years, what is their overall rating of their workers comp experience

## Overall Measures – Help injured workers heal and return to work

Number on time-loss 12 months from injury.



Status – green



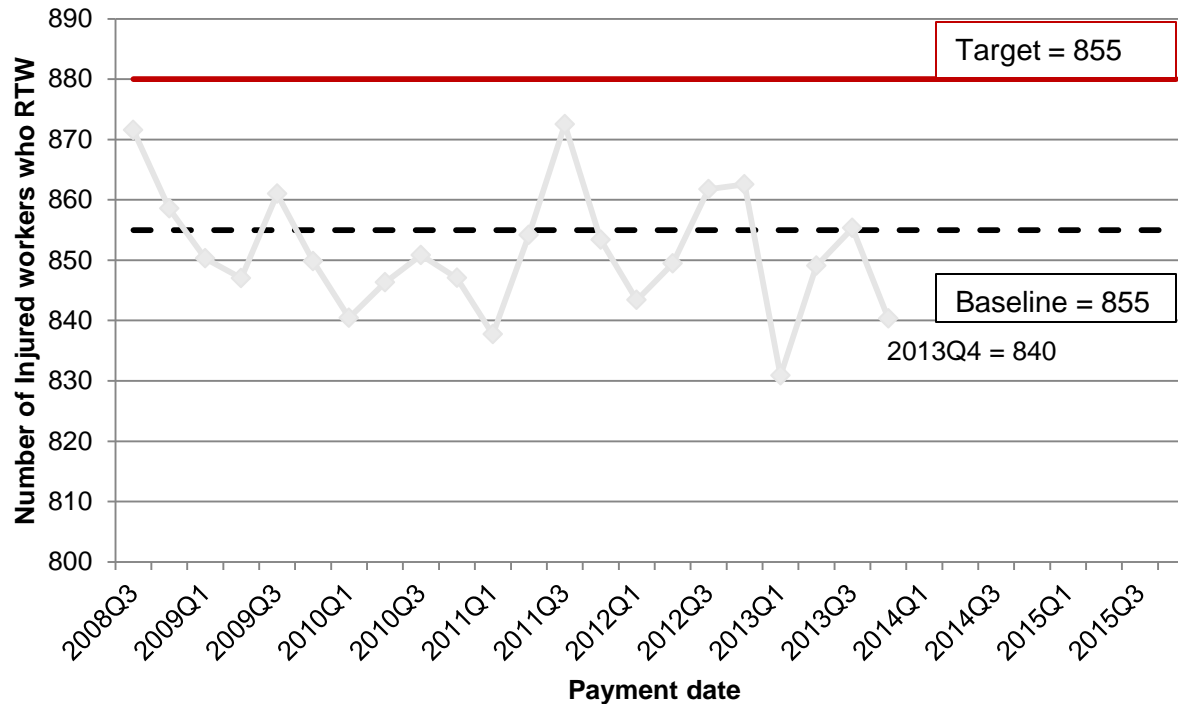
We are on track to reduce the number of injured workers still on time-loss 12 months after their injury.

**Definition of Long-term disability claims** – For every 10,000 accepted claims, the number that are on time-loss 12 months from their injury month, smoothed.

**Key Take-Away:** We have instituted a number of strategies to reduce disability at 12 months. We are using Lean to identify, test and implement approaches to continue the positive change.

## Focus Area – Create a culture of return to work

### 30 day RTW spell in first 6 months



Status – yellow



We are struggling to increase RTW during the first 6 months of the claim.

**Definition of Return to work in 6 months** –For every 1,000 new time-loss claims, the number that are off time-loss for at least a 30 consecutive day period during their first six months.

**Key Take-Away:** We are convinced that only by creating a pervasive culture of return to work among all parties involved in a claim will staff be empowered to systematically eliminate barriers that prevent return to work. We are making real progress in our key strategies, but we need to understand better why we are not seeing the anticipated increase in this measure.

# Culture of RTW



Goal is for percentage to go down.

- Decrease long-term disability for injured workers at risk for not returning to work.

	Baseline: 2012	1Q 2013	2Q 2013	3Q 2013	4Q 2013	1Q 2014	TARGET By 6/2015
% of claims off work on day 40, who are still off work 6-12 months from claim receipt	49.7%	47.9%	45.9%	52.4%	46.0%	46.5%	

Note: The report quarter ends 12 months after claim receipt.

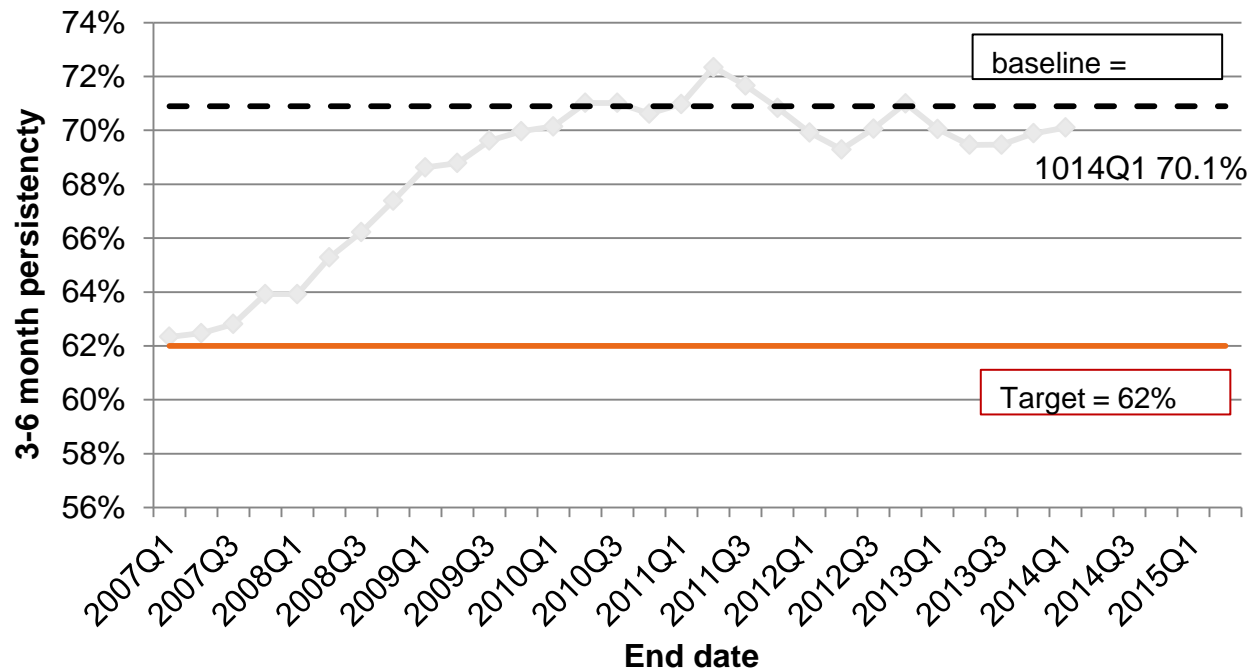
# Culture of RTW

- Identify Critical Intervention points, opportunities, red flags, and countermeasures for all time-loss claims where workers are at risk of not returning to work.

	Baseline e2012	1Q 2013	2Q 2013	3Q 2013	4Q 2013	1Q 2014	TARGET By 6/2015
Percent of Ability to Work Assessment (AWA) referrals made in 90 days of claim receipt	6.3%	5.8%	5.1%	4.5%	6.3%	6.7%	10%

## Focus Area – Reduce preventable disability

### Three to six month persistency rate has not yet turned.



Status – yellow



While the persistency rate stopped increasing in 2010, it has not yet started to decline.

**Time-loss persistence** – the number of claims that have time-loss payments at sixth months from their injury month divided by the number of claims that had a time-loss payment three months from their injury month, 12 month rolling average. Report value last smoothed month in quarter.

**Key Take-Away:** We are implementing broad-based strategies to prevent disability in injured workers. While these strategies have been shown to improve outcomes for injured workers, their main impact may not be on time-loss claims between three and six months. We continue to explore the connection between our strategies and this measure.



# Reduce the Development of Preventable Disability

- Increase provider adoption of COHE best practices and participation in Top Tier.

	Baseline: 2012	1Q 2013	2Q 2013	3Q 2013	4Q 2013	TARGET By 6/2015
Percent of initiated claims seeing a COHE provider	37%	35%	35%	41%	43%	50%
Percent of COHE providers who are high adopters of best practices	N/A	N/A	N/A	N/A	N/A	80%

# Reduce the Development of Preventable Disability

- Decrease the proportion of injured workers on Chronic opioids.

	Baseline: 2012	1Q 2013	2Q 2013	3Q 2013	4Q 2013	TARGET By 6/2015
Percent of claims received with opioids 6-12 wks from injury	4.9%	4.6%	3.3%	1.4%	1.1%	

# Reduce the Development of Preventable Disability

- Decrease the percentage of claims on time-loss at 6 months from the date of injury.

	Baseline e2012	1Q 2013	2Q 2013	3Q 2013	4Q 2013	1Q 2014	TARGET By 6/2015
% of total claims receiving time-loss during the 6 <sup>th</sup> month from date of injury	6.3%	6.2%	6.0%	6.0%	6.0%	5.9%	

12 month rolling average of the % of ultimate claims with a time-loss payment sixth months from date of injury by payment month. Reported by last month in quarter.

# Collaborate to Reduce System Delays

- Evaluate internal and external processes and eliminate steps that do not create value for our customers. Improve efficiency and ease of use for all processes.

	Baseline: 2012	1Q 2013	2Q 2013	3Q 2013	4Q 2013	1Q 2014	TARGET By 6/2015
Median time-loss days to first AWA referral (average monthly)	226	248	255	267	256	221	N/A